

Concepts to Consider re: Services and Outcomes

Individuals receiving "consumer driven" services reported higher levels of satisfaction and reported that an increased number of needs were fulfilled.

A key element of **achieving favorable outcomes** is the active involvement of children and youth, together with families and other natural supports in the process of service planning, intervention, and evaluation of progress.

The Family Care Team must help the child and family identify personally meaningful goals and show that collaborating with service providers can help them attain their goals.

Children and families present their unique strengths and resources, while providers offer support and expertise with full respect for dignity of the child and family and recognition of the importance of their choices and preferences.

A provider is a coach and facilitator – helping people to develop skills and grow.

Provider Evaluations – focus on Attitude, Knowledge, Skills and Abilities

- ♦ Self-assessment
- Peer review (co-worker, other waiver service provider)
- Evaluation by supervisor (if working for organization, if not consider the child and family)
- Review by external oversight authority (Waiver Program)

Service outcomes should be those changes identified and valued by the child and family:

- Address personal and specific concerns about psychosocial functioning
- Improved clinical status
- Quality of life
- ♦ Service satisfaction

President's New Freedom Commission Initiative

Principles to successful transformation of mental health service delivery system:

- Services and treatment must be consumer and family centered, set to provide consumers real and meaningful choices about treatment options and providers not oriented to requirements of bureaucracies.
- Care must focus on increasing consumer's ability to successfully cope with life's challenges, on facilitating recovery, and on building resilience, not just managing symptoms.

Provider Core Competencies:

- ♦ Effective communication listen to child and family and exchange information
- Effective partnership with children and families
- ♦ Effective partnership in Family Care Teams
- Maintain respectful, empathetic, non-judgmental approach at all times
- Support development of opportunities for children and families to participate in all aspects of treatment
- Facilitate participation of children and families in development, delivery, and evaluation of individual plans
- ♠ Encourage and support individual, peer, and citizen advocacy
- ♦ Lead/participate effectively in the Team process
- Participate in development and documentation of written service plans
- ♦ Conduct comprehensive assessments/evaluations
- Access and coordinate services required to meet identified needs

Framework for Considering Human Diversity

- Age and generational influences
- Developmental and acquired disabilities
- Religion and spiritual orientation
- ♦ Socioeconomic status
- ♦ Sexual orientation
- National origin